GOVERNMENT OF INDIA
HUMAN RESOURCE DEVELOPMENT
LOK SABHA

UNSTARRED QUESTION NO:5843
ANSWERED ON:10.04.2017
Absence of Grievance Redressal Mechanism
Patil Shri A.T. (Nana)

Will the Minister of HUMAN RESOURCE DEVELOPMENT be pleased to state:

(a) whether the Government is aware that despite regulations, most of the universities in the country do not have any grievance redressal mechanism for students;

(b) if so, the details thereof along with the reasons therefor; and

(c) the steps taken by the Government to have an ombudsman in place in each of the universities across the country at the earliest?

Answer

MINISTER OF STATE IN THE MINISTRY OF HUMAN RESOURCE DEVELOPMENT
(Dr. MAHENDRA NATH PANDEY)

(a) to (c): The University Grants Commission (UGC) Grievance Redressal Regulations, 2012 prescribes for well defined systems and procedures for redressal of grievances of aggrieved students in Universities and Colleges. These regulations are mandatory for implementation by all Universities/affiliated Colleges in India. No separate State-wise database is maintained centrally on compliance or non-compliance of these regulations. However, UGC issues directions to Universities, from time to time, to effectively implement grievance redressal regulations. Further, as per these regulations, an Ombudsman is required to be appointed by each university to effectively address and resolve grievances lodged by students at University level. The UGC has been closely monitoring the implementation of the grievance redressal systems and procedures as contained in the respective regulations.

The UGC has launched an Online Student Grievance Redressal Portal to ensure transparency in admission, prevent unfair practices in Higher Education Institutions and provide effective mechanism for redressal of the grievances. This Portal facilitates the students/complainants to lodge their grievance, send reminders and view the status of action taken on their grievances. Each University has a dedicated Nodal Officer for redressal of grievance and as soon as the student lodges a complaint, email ID, mobile number and other contact details of the designated Nodal Officer can be viewed. So far, 497 Universities have registered onto the portal and have appointed Nodal Officers for attending grievances lodged by students on the portal.

******